

# Senior Services Department

City of Newton Performance Management Scorecard  
September 2012

## Traffic Light Key

Green = actual value meeting or exceeding the target  
Yellow = actual value within 10% of meeting target  
Red = actual value worse tmore than 10% away from meeting target

## Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date  
Yellow = cumulative Year-to-Date the same as Last Year-to-Date  
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

		Monthly				Yearly		
Metric	Yearly Goal	Avg.	Target	Actual	Result	LYTD	YTD	Trend
<b>1. Provide social work and advocacy services to seniors and their families to help them access resources</b>								
Number of seniors receiving case management	Maintain or increase the number of seniors receiving case management/social work services	71	71	79		283	256	
% of requestors who receive assistance	Maintain the % of people receiving assistance.	100	100	100			100	
% of aid received within 30 days of request	Maintain the % of seniors receiving the service requested within 30 days of initial contact.	100	100	100			100	
<b>2. Provide quality transportation services for seniors to important locations</b>								
Number of unique riders	Maintain or increase the number of riders accessing transportation services	220	220	220		672	681	
Total rides provided	Maintain or increase the number of rides provided.	1579	1579	1558		4440	4518	
<b>3. Provide programs and services at the Newton Senior Center that improve participants' quality of life, health, and happiness.</b>								
Number of programs offered	Maintain or increase the number of programs offered	51	51	49		154	160	
Number unique program participants	Maintain or increase the number of program participants	513	513	412		1704	1235	
Total program participants	Maintain or increase program participation	1465	1465	1557		3795	4130	

## Notes